



EBT QUICK REFERENCE GUIDE

EBT WEB BROWSER ADMINISTRATIVE SYSTEM and PROCEDURES QUICK REFERENCE GUIDE

Business Operations Unit
Benefit Programs Division
Virginia Department of Social Services
7 North 8th Street
Richmond VA 23219

Table of Contents

ACRONYMS/ABBREVIATIONS	2
VAULT CARD ISSUANCE	2
PLACING A VAULT CARD ORDER	4
ISSUING A VAULT CARD FOR ANOTHER LOCALITY	5
TRANSFER VAULT CARDS TO ANOTHER LOCALITY	7
SEPARATION OF DUTIES	8
HANDLING DORMANT EBT ACCOUNTS	10
REACTIVATING DORMANT ACCOUNTS	13
EBT ACCOUNT REPAYMENT	16
UPDATING EBT ACCOUNT DEMOGRAPHICS	17
CHANGING THE AUTHORIZED REPRESENTATIVE ON AN EBT ACCOUNT	18
CORRECTING BENEFITS POSTED TO THE WRONG CASE	19
RESTORING BENEFITS LOST DUE TO INCORRECT VAULT CARD ATTACHED TO THE CASE	20
LOCATING MISSING BENEFITS	21
PENDING DEMOGRAPHICS	23
FS EBT ACCOUNT TRANSACTION HISTORY	24
HANDLING RETAILER CALLS	26
FRAUD	27
DUTIES OF THE EBT COORDINATOR	28
J P MORGAN WEB BROWSER ACCESS REMINDERS	29

ACRONYMS/ABBREVIATIONS

ADAPT	APPLICATION BENEFIT DELIVERY AUTOMATION PROJECT
AECASE1	CASE INFORMATION 1
AEEBTC	FOOD STAMP EBT CARD ISSUANCE
AR	AUTHORIZED REPRESENTATIVE
ARU	AUTOMATED RESPONSE UNIT
EBT	ELECTRONIC BENEFIT TRANSFER
EFS	ELCTRONIC FINANCIAL SERVICES
IAF	INTERANAL ACTION AND VAULT CARD ISSUANCE FORM
IREBAG	EBT AGING REPORT MENU
NGMENU	NOTICE OF ACTION GENERATION MENU
PAN	PERSONAL ACCOUNT NUMBER
PIN	PERSONAL IDENTIFICATION NUMBER

VAULT CARD ISSUANCE

In addition to providing the Cardinal Card at the local agency to meet application processing time frames, the local agency may provide vault cards to replace undelivered mail cards, or cards that are lost, stolen or damaged. See Section G of the EBT Policy and Procedures Manual for card replacements. The local agency may also provide vault cards to households experiencing emergencies or hardship situations where the six-day period for J P Morgan EFS to mail cards would cause additional hardship.

The vault card can not be mailed to the primary cardholder and authorized representative. If the vault card is not picked up within five days, it must be destroyed and listed on the Undelivered EBT Cards-Destruction Record. The eligibility worker must be notified of the failure to pickup the card via the Internal Action Form. The eligibility worker (EW) should follow the procedures listed in Section D of the EBT Policy and Procedures Manual for unclaimed vault cards.

Please remember that the issuance of vault cards to authorized representatives is governed by the same policy governing primary cardholders. Households that have an EBT card mailed will normally receive the card within six days through first-class mail delivery. In some instances, mail delivery of the card will not provide an eligible household with an opportunity to participate in the Food Stamp Program by the end of the seven-, 30- or 60-day processing standard. The agency must provide or offer the vault card to the household when this occurs. The eligibility worker must provide or offer the vault card to any household filing an initial application or reapplication in which the EW approves the application on or after the second processing day or after the 24th or 54th processing day. See Part V of the Food Stamp Certification Manual for entitlement and processing standards for expedited service and Part II of the certification manual for normal processing standards.

Local agencies should take into account the timing of the demographic and benefit files that are transmitted to the vendor, J P Morgan. Eligibility staff that process cases in the immediate batches must inform clients that ARU PIN selection can be used 30 minutes after the demographics batch has been submitted to JP Morgan. Cases that are processed for immediate issuance between 8-10 AM (10 AM), 10 AM-2 PM (2 PM) and 2 PM-6 PM (6 PM), and were issued a vault card will be able to select a PIN number after 10:30 AM, 2:30 PM and 6:30 PM, respectively. Eligibility staff should make certain they inform clients of the appropriate time to select their PIN. Please note the appropriate information on the IAF so that Issuance Staff may re-enforce the message to the client.

Also, provide the client with a copy of the Card Activation and PIN Selection handout if your locality has opted to use the form (You may wish to write the time on that form for the client). Once the PIN is selected, the client may shop immediately.

Vault Card Issuance for the Primary Cardholder (Case Name)

Prior to performing a vault card issuance, the Issuance Staff performs a Cardholder Search or a Card History Search using the ADAPT Case Number. When the EW initially approves an application in ADAPT, the ADAPT system may transmit case and benefit information before the Issuance Worker prepares the vault card for issuance. If J P Morgan EFS has already received the information, a placeholder status "98" will appear in the card status field. If the card status is "98", then the vault card must be issued as a replacement instead of an initial setup. The "98" status means that the benefits have already been transmitted to J P Morgan EFS and the dummy card placeholder is attached to the case in order to make the benefits available immediately.

Initial Setup of the Vault Card for New Accounts (Primary Cardholder is not known to the J P Morgan EFS system):

1. Select the Vault Card Issuance and Replacement Page.
2. Enter the client's PAN in the Card Number Field. Tab over to the next Card Number Field and re-enter the PAN. The PAN is the vault card that is being attached.
3. Enter the ADAPT Case Number in the Case Number Field. Tab over to the next Case Number Field and re-enter the ADAPT Case Number. ***(All leading zeros must be entered or the card will not attach to your case.)***
4. Enter the client's social security number. Tab over to the next Social Security Number Field and re-enter the social security number.
5. Enter the client's birth date in the Date of Birth Field (DOB).
6. If waiving the fee, enter "Y", as the field default is "N".
7. Enter the Program Type (always 01).
8. Enter the client's status (always 01 for the case name (primary cardholder)) in the Primary/Alternate Indicator Field.
9. If waiving the fee, enter "Y", as the field default is "N".
10. Enter the client's name.
11. Enter the agency's site code. If you are in a satellite office, this is a five digit number.
12. Enter the client's address.
13. Click on Issue.

Vault Card Replacement for Established Accounts (Primary Cardholder is known to J P Morgan):

1. Select the Vault Card Issuance and Replacement Page.
2. Enter the client's PAN in the Card Number Field. Tab over to the next Card Number Field and re-enter the PAN.
3. Enter the ADAPT Case Number in the Case Number Field. Tab over to the next Case Number Field and re-enter the ADAPT Case Number. ***(All leading zeros must be entered or the card will not attach to your case.)***
4. Enter the client's social security number. Tab over to the next Social Security Number Field and re-enter the social security number.
5. Enter the client's birth date in the Date of Birth Field (DOB).
6. If waiving the fee, enter "Y", as the field default is "N".
7. Enter the Program Type (always 01).
8. Enter the client's status (always 01) in the Primary/Alternate Indicator Field. If waiving the fee, enter "Y", as the field default is "N".
9. Click on Replacement.

Vault Card Issuance for Authorized Representatives:

A vault card may only be issued to an authorized representative when the primary cardholder's account **already exists** on the EBT account.

Initial Setup of the Vault Card for Authorized Representative in the EBT System:

1. Select the Vault Card Issuance and Replacement Page.
2. A primary cardholder must already exist.
3. Enter the Authorized Representative's PAN in the Card Number Field. Tab over to the next Card Number Field and re-enter the PAN.
4. Enter the primary cardholder's 7-digit ADAPT Case Number in the Case Number Field. Tab over to the next Case Number Field and re-enter the ADAPT Case Number. ***(All leading zeros must be entered or the card will not attach to your case. All seven digits of the ADAPT Case Number must be entered)***
5. Enter the primary cardholder's social security number. Tab over to the next Social Security Number Field and re-enter the social security number.
6. Enter the primary cardholder's birth date in the Date of Birth Field (DOB).
7. If waiving the fee, enter "Y", as the field default is "N".

8. Enter the Program Type (always 01).
9. Enter the Authorized Representative's Primary/Alt Indicator (always 02 when issuing a card to the Authorized Representative).
10. If waiving the fee, enter "Y", as the field default is "N".
11. Enter the agency's site code (FIPS Code). If you are in a satellite office, this is a five digit number.
12. Enter the authorized representative's name.
13. Enter the authorized representative's address.
14. Click on Issue.

Vault Card Replacement for Authorized Representatives on Established Accounts:

1. Select the Vault Card Issuance and Replacement Page.
2. Enter the AR's PAN in the Card Number Field. Tab over to the next Card Number Field and re-enter the PAN.
3. Enter the primary cardholder's 7-digit ADAPT Case Number in the Case Number Field. Tab over to the next Case Number Field and re-enter the ADAPT Case Number. ***(All leading zeros must be entered or the card will not attach to your case.)***
4. Enter the primary cardholder's social security number. Tab over to the next Social Security Number Field and re-enter the social security number.
5. Enter the primary cardholder's birth date in the Date of Birth Field (DOB).
6. If waiving the fee, enter "Y", as the field default is "N".
7. Enter the Program Type (always 01).
8. Enter the AR's status (always 02 for ARs) in the Primary/Alternate Indicator field. If waiving the fee, enter "Y", as the field default is "N".
9. Click on Replacement.

PLACING A VAULT CARD ORDER

All vault card orders must be submitted using the online order form. Paper order forms will no longer be accepted by the EBT Office due to the implementation of the online order form. The order is captured in a database which the EBT Office will download and forward electronically to the vendor. The local agency must submit the requisition form by the close of business on the 10th day of March, June, September and December.

1. Access the online vault card ordering form at http://www.localagency.dss.state.va.us/ebt/requisition_for_vault_ebt_cards.cgi.
2. *Note: The form must be completed by the close of business on the 10th day of March, June, September and December.*
3. Select your FIPS from the drop down menu.
4. Enter the name of the person authorized to receive the card. (This should be one person only). Enter the name of the person accepting the cards and the agency shipping address. This must be the shipping address (street address). The vendor will not ship cards to a PO Box.
5. Enter a telephone contact number. The area code must be included.
6. Enter the number of cards the agency has in inventory.
7. Enter the number of cards that are on order (this would be a prior pending order that has not been received).
8. Enter the average number of vault cards issued by the agency. (Calculate the monthly average of vault cards used by your agency based on a three-month period. This information can be obtained from the Vault EBT Card Inventory Control Record.)
9. Enter the number of month's supply of vault cards that you are ordering.
10. Click on the submit button. The form will calculate the number of cards needed.
11. Boxes will display to order the accompanying training materials. The total number of training materials must equal the number of vault cards to be sent.
12. Click on the submit button. The following message will display: **Thank you. Your form has been successfully submitted.**

Agencies should receive materials within fifteen business days from the business day after the order deadline. Should you have questions regarding the new process, please contact Sandra Davis at 804-726-7347.

ISSUING A VAULT CARD FOR ANOTHER LOCALITY

Vault Card Issuance for the Primary Cardholder (Case Name)

The process for issuing a vault card on behalf of another locality is the same as if the client resided in your locality. Prior to performing a vault card issuance the Issuance Staff performs a Cardholder Search or a Card History Search using the ADAPT Case Number. The locality with ownership of the case will complete the Internal Action Form and fax the form to the locality that is attaching the card on their behalf. The completed form will include the vault card number that needs to be attached.

Initial Setup of the Vault Card for New Accounts (Primary Cardholder is not known to the J P Morgan EFS system):

1. Select the Vault Card Issuance and Replacement Page.
2. Enter the client's PAN in the Card Number Field. Tab over to the next Card Number Field and re-enter the PAN. The PAN is the vault card that is being attached.
3. Enter the ADAPT Case Number in the Case Number Field. Tab over to the next Case Number Field and re-enter the ADAPT Case Number. ***(All leading zeros must be entered or the card will not attach to your case.)***
4. Enter the client's social security number. Tab over to the next Social Security Number Field and re-enter the social security number.
5. Enter the client's birth date in the Date of Birth Field (DOB).
6. If waiving the fee, enter "Y", as the field default is "N".
7. Enter the Program Type (always 01).
8. Enter the client's status (always 01 for the case name (primary cardholder)) in the Primary/Alternate Indicator Field.
9. If waiving the fee, enter "Y", as the field default is "N".
10. Enter the client's name.
11. Enter the agency's site code. If you are in a satellite office, this is a five digit number.
12. Enter the client's address.
13. Click on Issue.

Vault Card Replacement for Established Accounts (Primary Cardholder is known to J P Morgan):

1. Select the Vault Card Issuance and Replacement Page.
2. Enter the client's PAN in the Card Number Field. Tab over to the next Card Number Field and re-enter the PAN.
3. Enter the ADAPT Case Number in the Case Number Field. Tab over to the next Case Number Field and re-enter the ADAPT Case Number. ***(All leading zeros must be entered or the card will not attach to your case.)***
4. Enter the client's social security number. Tab over to the next Social Security Number Field and re-enter the social security number.
5. Enter the client's birth date in the Date of Birth Field (DOB).
6. If waiving the fee, enter "Y", as the field default is "N".
7. Enter the Program Type (always 01).
8. Enter the client's status (always 01) in the Primary/Alternate Indicator field. If waiving the fee, enter "Y", as the field default is "N".
9. Click on Replacement.

Vault Card Issuance for Authorized Representatives:

A vault card may only be issued to an authorized representative when the primary cardholder's account **already exists** on the EBT account.

Initial Setup of the Vault Card for Authorized Representative in the EBT System:

1. Select the Vault Card Issuance and Replacement Page. A primary cardholder must already exist.
2. Enter the AR's PAN in the Card Number Field. Tab over to the next Card Number Field and re-enter the PAN.
3. Enter the primary cardholder's 7-digit ADAPT Case Number in the Case Number Field. Tab over to the next Case Number Field and re-enter the ADAPT Case Number. **(All leading zeros must be entered or the card will not attach to your case. All seven digits of the ADAPT Case Number must be entered).**
4. Enter the primary cardholder's social security number. Tab over to the next Social Security Number Field and re-enter the social security number.
5. Enter the primary cardholder's birth date in the Date of Birth Field (DOB).
6. If waiving the fee, enter "Y", as the field default is "N".
7. Enter the Program Type (always 01).
8. Enter the Authorized Representative's Primary/Alt Indicator (always 02 when issuing a card to the Authorized Representative).
9. If waiving the fee, enter "Y", as the field default is "N".
10. Enter the agency's site code (FIPS Code). If you are in a satellite office, this is a five digit number.
11. Enter the authorized representative's name.
12. Enter the authorized representative's address.
13. Click on Issue.

Vault Card Replacement for Authorized Representatives on Established Accounts:

1. Select the Vault Card Issuance and Replacement Page.
2. Enter the AR's PAN in the Card Number Field. Tab over to the next Card Number Field and re-enter the PAN.
3. Enter the primary cardholder's 7-digit ADAPT Case Number in the Case Number Field. Tab over to the next Case Number Field and re-enter the ADAPT Case Number. **(All leading zeros must be entered or the card will not attach to your case.)**
4. Enter the primary cardholder's social security number. Tab over to the next Social Security Number Field and re-enter the social security number.
5. Enter the primary cardholder's birth date in the Date of Birth Field (DOB).
6. If waiving the fee, enter "Y", as the field default is "N".
7. Enter the Program Type (always 01).
8. Enter the AR's status (always 02 for ARs) in the Primary/Alternate Indicator field. If waiving the fee, enter "Y", as the field default is "N".
9. Click on Replacement.

TRANSFER VAULT CARDS TO ANOTHER LOCALITY

Occasionally, it will be necessary to transfer vault cards from one locality to the another locality due to disaster, expected demands on vault card supplies or excessive demands due to client needs . When vault cards are transferred, the accompanying training supplies must be sent with them. The inventory control record or the Monthly Vault EBT Card Used Report must reflect the transfer out and the receipt of transferred cards from one locality to another, as appropriate, depending on whether the cards are pulled from the agency's working supply or their extra bulk supply. If the sending agency deducted the cards from the working supply and if the receiving agency added the cards to the working supply then the monthly report will be used. The inventory record will reflect the transfer if the withdrawal or addition occurs from the agency's bulk supply.

1. The sending agency must complete the form to note the number of cards and training materials sent to another agency. The sending agency must sign and date the form.
2. The sending agency must maintain a copy of the Advice of Transfer form that notes the supply of cards and training materials sent to another local agency.
3. The form is forwarded to the receiving agency along with the cards and training materials.
4. The receiving agency must verify the number of cards and training materials sent to them. The receiving agency must complete the transfer form, keep a copy of the form and return the remaining copy to the sending agency.

SEPARATION OF DUTIES

The EBT User Roles document that explains the current access allowed on each role can be found on the EBT Information Center Page, Policy and Procedures Section, on the local agency Web site: <http://www.localagency.dss.state.va.us/ebt/policy.cgi>

The most recent version of the EBT Administrative User Request Form can be found on the TBSS Page of the local agency Web site: http://www.localagency.dss.state.va.us/tech_supp/index.cgi

Please review your agency users and ensure that access has been granted according to appropriate guidelines.

Local Agency Procedures for Handling Separation of Duties

PLEASE NOTE THAT THE PROPER ISSUANCE OF A VAULT EBT CARD REQUIRES A MINIMUM OF TWO STAFF PERSONS.

1. The EW must complete the ***Internal Action and Vault EBT Card Authorization Form*** to authorize the Issuance Unit to prepare and issue a vault card to the household.
2. The issuance worker must enter the primary cardholder's or authorized representative's name, vault card number and case number in the J P Morgan EFS Administrative Web Browser upon receipt of the completed Internal Action Form from the EW. This issuance worker will also pull the EBT card from the vault supply, but the agency may opt to have a second person who is not the issuance or eligibility worker pull the card.
3. The issuance worker must request verification of identity of the cardholder before releasing the vault card to the individual cardholder. (Whenever possible, the worker must view a picture identification of the cardholder. In the absence of picture identification, acceptable forms of verification include a Social Security or Medicare card, library card, voter registration card, or a bill for a utility or other household expense mailed to the cardholder.) **The cardholder must sign and date the *Internal Action and Vault EBT Card Authorization Form* to document receipt of the card.**
4. The local agency **may** release the vault card to the actual cardholder. The agency may not release the card to other household members or to the representative.

The issuance operation of the Food Stamp Program in Virginia requires the use of the J P Morgan EFS web browser administrative system to conduct EBT business. Different individuals have different levels of security and access based on their job functions and responsibilities. The Administrative system roles were designed to take Separation of Duties within the EBT environment into account.

Access to the Web Browser is not needed for most Eligibility Workers. Role #2 is recommended for Eligibility Supervisors and Eligibility Workers in keeping with their current job responsibilities. Role # 4 is recommended for Fraud/Claims staff and is designed to assist them in their investigative and benefit recovery efforts.

In order to protect the integrity of EBT and the Food Stamp Program, Separation of Duties **must** be maintained. Therefore, Role #5 is for Administrative Support, Fiscal Staff and Clerical staff, and Role #6 is for Issuance Staff. Several agencies in Virginia are very small and do not have the Clerical/Administrative Support staff to support these separate Roles for both primary and backup positions (*See the Local Agency levels listed in the table below*). These agencies are allowed to use Role 9 that combines Roles 5 and 6. Specific guidelines have been established for qualifications to use Role 9. All agencies must maintain Separation of Duties on each and every case.

Standards for Determining Web Browser Administrative System Access

- Standards regarding Web Browser Administrative system access have been developed in order to assist local agencies with the selection of proper access for staff members and to minimize the risk of fraud.

The Web Browser Administrative system standards are as follows:

1. Local agency staff members can not have Roles 1, 3, 7, 8, 10, 11 or 12.
2. Agencies that are levels I, II, or III qualify to have staff members with Role 9 because, due to agency size, there is insufficient staff to support the separation of functions to Roles 5s and 6s. If an agency qualifies to have Role 9, no staff members can have Roles 5 or 6.
3. Agencies that are levels IV, V, or VI should not have staff members with role 9s unless they have smaller branches (branches with staff at level III or lower).
4. Agencies that qualify to have Role 9s may not have more than four staff members designated with a Role 9.
5. Eligibility workers/ supervisors and fraud workers/ supervisors can not have update Roles (Roles 5, 6, or 9).
6. Eligibility workers/ supervisors and fraud workers/ supervisors can have Roles 2 or 4. Role 4 is appropriate for workers/supervisors that have fraud responsibilities.

LOCAL AGENCY LEVELS

LOCAL AGENCY LEVELS/DIRECTOR LEVEL CLASSIFICATION	NUMBER OF PERMANENT STATUS, FULL TIME EQUIVALENT (FTE) POSITIONS
VI	361 or more
V	161.00 - 360
IV	81 - 160.99
III	21 - 80.99
II	11 - 20.99
I	fewer than 11.00
Local Agency Staffing Levels: Shows actual number of permanent-status, full-time equivalent positions for each agency. If the two reports are not in agreement, i.e., the Director-level classification does not accurately reflect the number of positions, the agency should notify the Division of Human Resource Management.	

HANDLING DORMANT EBT ACCOUNTS

ACCOUNTS AGING TO 60 DAYS

When a household fails to make a purchase on its EBT account for 60 days, J P Morgan provides a file of these cases. Information Systems creates a report from this file each Monday, showing the accounts that aged to 60 days in the prior Sunday through Saturday period. The most recent four weeks are stored online. An individual must have a supervisor profile to access the reports.

This report is accessed from ADAPT as follows:

- From the ADAPT main menu, choose option 18, "FS/TANF/MC/Fraud Reporting."
- From the Statistical Report Menu, choose option 16, "EBT Aging Report."
- From the next screen, IREBAG, options 1-4 correspond with the last four 60-day reports and options 5-8 correspond with the last four 90-day reports.
- This report must be accessed weekly, so generally the worker will be choosing option 1, the most recent 60-day report.
- This option brings up the Report Request Screen, which allows the worker to select the report by FIPS, caseload, supervisor, worker, or case number. Mark the selections and transmit. The report is then displayed.

The report is sorted so that active cases appear first and then closed cases. Broadcast # 1789, dated July 30, 2002, provided detailed instructions on how to print this MAPPER report so all the fields would be included.

ADAPT generates a "Notice of Inactive EBT Account and Request for Verification" letter to all households whose accounts age to 60 days. This letter is sent from Home Office. A copy of the letter is stored in ADAPT. From the ADAPT main menu, choose option 10, then from the NGMENU screen, select option 5 to view these notices.

If the case is active when the letter is generated, a box on the letter is checked that says the household must provide proof of its address within 10 days or the case will be closed.

If the household fails to respond, the local agency must send an Advance Notice of Proposed Action to close the case, 10 days following the mailing of the 60-day notice.

ACCOUNTS AGING TO 90 DAYS

When a household fails to make a purchase on its EBT account for 90 days, J P Morgan provides a file of these cases. Information Systems creates a report from this file each Monday, showing the accounts that aged to 90 days in the prior Sunday through Saturday period. The most recent four weeks are stored online. An individual must have a supervisor profile to access the reports. Any cases that have a claim balance are marked with an asterisk on the report. At 90 days of inactivity, the account goes dormant.

The 90 Day Aging Report is accessed from the same screen as the 60 day report; see the above step-by-step description for accessing the report. The 90 day report must also be accessed weekly, so generally the worker will be selecting option 5 on IREBAG for the most recent week's report.

The local agency may use all or part of the money in a dormant account to pay on a claim. The local agency must send the "Notice of Deduction from an Inactive EBT Account" to inform the household that the money will be taken. This form is not in ADAPT, so a hard copy must be stored in the case file. The household has 20 days from the date of the notice to notify the agency if it does NOT want the deduction taken.

If a claim is owed and the household does not respond in 20 days to the Notice of Deduction letter, the agency may take the money from the account and apply it to the claim.

As with other transactions using this form, the Eligibility staff will authorize the action by completing the top part of the form to indicate the amount to be taken, and the Administrative staff performs the function in the EBT System and completes the bottom of the form.

The local agency must also record the payment on the client's ledger in ADAPT and in the Food Stamp Claims Tracking System.

320-Day Aging Report

The 320-Day Aging Report was developed to assist staff with identifying EBT accounts that are approaching expungement (365 days inactive). The 320-Day Aging Report provides an additional opportunity for agencies to identify cases with dormant EBT account balances that may be applied toward repayment of a food stamp claim.

REPORT DESIGN

The report has a familiar look as it provides all the information/data of the 90-day report for the EBT inactive accounts that have reached the 320-day mark. The 320-day report lists all food stamp cases with dormant EBT accounts and includes the following information:

- The caseload, supervisor, worker and case numbers
- Case status
- Case name
- Inactivity begin date
- 60-day (aging) date
- 90-day (aging) date
- EBT account balance
- Claim balance from ADAPT
- 320 days (aging) date

NOTE: Claims balances are not visible until the report is printed.

ACCESSING THE REPORT

The new report is located under Option 16 (EBT Aging Report), which can be accessed from the FS/TANF/MC/FRAUD Statistical Reports Menu (Option 18 on the ADAPT Main Menu). The EBT Aging Report Menu provides six reports (identified by the Monday report date), which are listed separately as options 9 through 14; staff should click the option that displays the appropriate Monday's date.

USE OF THE REPORT

When EBT accounts become inactive, local agencies have the opportunity at 90 days to apply funds from a dormant account to an outstanding food stamp claim. The Notice of Inactive EBT Account and Request for Verification form advises households that if an account becomes inactive, the agency may apply the balance toward a claim.

The 320-day report gives the agency one more opportunity to identify cases with outstanding claims that may have been overlooked, had collection action postponed or were established after the 90-day inactive report was run.

In order to determine if cases exist with claims balances, local agencies must print the 320-day report. The report will provide the account balance that may be applied toward claim repayment. The amount of the claim balance is from ADAPT. The local agency should verify this amount against the claim balance in the Food Stamp Claims Tracking System and resolve any discrepancy before applying the EBT

balance to the claim. The local agency must send the household the Notice of Deduction from an Inactive EBT Account at least 20 days in advance of the deduction. We, therefore, recommend local agencies review the 320-day reports on a weekly basis. Enter the payment on the ledgers in both ADAPT and the Food Stamp Claims Tracking System, using EB as the Method of Payment code.

Please refer to Part XVII of the Food Stamp Manual and Chapter E, Part 5, of the EBT Policy and Procedures Manual for the instructions on handling food stamp over-issuance claims in the EBT environment.

REACTIVATING DORMANT ACCOUNTS

REACTIVATING DORMANT ACCOUNTS

Questions have been raised about which agency is responsible for reactivating accounts when clients move. The responsibility may vary, based on the circumstances, and the personnel designated in local agencies to perform functions. Some of the following information reiterates steps that were described above.

IN ALL SITUATIONS, THE AGENCY SHOULD PERFORM THESE STEPS:

Check the Balance Inquiry Screen in the EBT System to verify the status of the account. The EDA account status will be 02, 1, D if the account is dormant.

Check whether there are any outstanding claims. Money in dormant accounts may be applied toward claims prior to reactivation, unless the client responded to the Notice of Deduction and said NOT to take the money. NOTE: If money is still in a dormant account that could have been applied toward a claim, contact the agency that had the case record at the time the "Notice of Deduction from an Inactive EBT Account" was sent; the client could have responded to that letter and said NOT to take the money on the claim. If the money can be taken, post the amount to the claims ledgers in the Food Stamp Claims Tracking System and ADAPT.

If there are any benefits remaining, reactivate the account. NOTE: If the client is reapplying, the account must be reactivated, even if the balance is zero. Approving the case in ADAPT does not automatically reactivate the EBT account.

Review with the client why the account is dormant, and that the client can prevent this from happening by making regular purchases from the account.

IF THE CLIENT CONTACTS THE AGENCY THAT LAST ISSUED BENEFITS:

Perform the steps described above, "IN ALL SITUATIONS..."

If the ADAPT case is still open:

The client should be referred to his or her eligibility worker (EW). The EW completes the Internal Action Form, section IV, submits it to the supervisor, and forwards it to the Issuance staff to reactivate the account.

If the client needs a new EBT card, a supervisor must go to Food Stamp Wrap-Up Menu, option 6, to generate a new card.

If the ADAPT case is closed but the client is reapplying:

The EW who is processing the reapplication completes the Internal Action Form, section IV, to reactivate the EBT account. Just approving an application in ADAPT does NOT reactivate the EBT account.

If the client needs a new EBT card, and the client has benefits remaining in the account, a supervisor must go to the Food Stamp Wrap-Up Menu, option 6, to generate a new card. If the account balance is zero, the EW can issue a new card through the "Issue EBT Card" field on AEAUTF.

If the ADAPT case is closed and the client is not reapplying:

The local agency must work out a procedure to designate a person to handle these requests. It could be the last EW who had the case, or a supervisor. In any event, authorization to reactivate the account must come from eligibility on an Internal Action Form to the Issuance staff.

If the client needs a new EBT card, a supervisor must go to Food Stamp Wrap-Up Menu, option 6, to generate a new card.

IF THE CLIENT CONTACTS A NEW AGENCY:

Perform the steps in the above section, "IN ALL SITUATIONS ..."

If the ADAPT case is still open in another agency and the client reapplies:

The EW taking the reapplication must contact the former locality to close the case in ADAPT. The EW completes the Internal Action Form to reactivate the account. Just approving the application in ADAPT will NOT reactivate the EBT account.

If the client needs a new EBT card, and the client has benefits remaining in the account, a supervisor must go to the Food Stamp Wrap-Up Menu, option 6, to generate a new card. If the account balance is zero, the EW can issue a new card through the "Issue EBT Card" field on AEAUTF.

If the ADAPT case is closed and the client reapplies in a new agency:

The EW taking the reapplication must complete the Internal Action Form to reactivate the account. Just approving the application in ADAPT will NOT reactivate the EBT account.

If the client needs a new EBT card, and the client has benefits remaining in the account, a supervisor must go to the Food Stamp Wrap-Up Menu, option 6, to generate a new card. If the account balance is zero, the EW can issue a new card through the "Issue EBT Card" field on AEAUTF.

If the client is not filing a reapplication:

Refer the client to the former agency.

Reactivating the account in the J P Morgan EFS Web Browser System

- The **DORMANT ACCOUNT REACTIVATION** page is accessed from the Cardholder Information page by clicking on the [Change Status](#) link. This page allows you to reactivate an inactive or dormant account.
- Verify all information.
- Select [Reactivate Acct.](#). You will receive a confirmation from the System as well as a blinking * next to the page title.
- You may need to "Page Down" to read the message and verify the change.

The approval of a reapplication will reactivate the EBT account, however if the client does not make a purchase, the account will reset to dormant status. The activity on the EBT card determines whether or

not the account remains in active status. The depositing of the Food Stamp benefits into the EBT account is not an activity that maintains the active status of the account. The only activity that keeps an account active is the client's use of the EBT card to purchase food.

EBT ACCOUNT REPAYMENT

- The **ACCOUNT REPAYMENT** page is used to debit a cardholder's account for payment against a claim. This page can only be accessed by an authorized user from the Cardholder Information page.
- This page is auto-filled from the Cardholder Information page.
- Verify that the information displayed is correct.
- Enter the amount that will be debited from the cardholder's account in the Repayment Amount box. Make sure to include the decimal point.
- The repayment amount must be equal to or less than the available balance.
- Click on **Process Repayment**
- The System will ask: Are you sure you want to process Repayment?
- Select either the **OK** button to complete the transaction or the **Cancel** button to cancel. If you have selected **OK**, the Application will acknowledge the action by responding, "Transaction successful, repayment completed."
- Staff must be certain to record the repayment in both ADAPT and Claims Tracking.

UPDATING EBT ACCOUNT DEMOGRAPHICS

Demographic and Benefit files are transmitted only during assigned batch times (10 AM, 2 PM, 6 PM and 8 PM); therefore, a change made to the address will transmit in the next demographic batch window. For example, an address change in ADAPT at 10:15 AM will not show in the EBT system until 2:30 PM (thirty minutes after the 2 PM batch window). ***If Eligibility workers discover an error with the demographic information in the EBT system, they must check to make sure the correct person number is entered in the Case Name Person Number Field on AECASE in ADAPT.*** Once the correct person number is entered, a demographic record will need to be manually generated. To do this, the worker will need to follow the instructions below:

- On AECASE, change an address field (street number, street name and apartment number). *Retyping the original address will not generate a demographic update.*
- Transmit off the screen. (DO NOT RUN EDBC)
- Go back into AECASE, correct whatever was changed.
- Transmit off the screen. (DO NOT RUN EDBC)

*This will generate the demographic file for EBT Account that will be included in the **next** batch transmission (10 AM, 2 PM, 6 PM or 8 PM). Once the new demographics have updated the EBT record, you will be able to connect the vault card (allow 30 minutes for the batch to process) or the client will be able to activate and select a PIN.*

CHANGING THE AUTHORIZED REPRESENTATIVE ON AN EBT ACCOUNT

To change the Authorized Representative (AR) on the case, the Eligibility Worker:

1. Must end-date the current AR; this change will be transmitted at the next batch window. This will cancel the old AR's EBT card.
2. The new AR may be entered into ADAPT after the next batch runs.
3. The Eligibility Supervisor must then authorize a new Cardinal Card for the AR through FS Wrap-Up Option 6 by completing the AEEBTC Screen.

Reminder: Put a zero in the primary cardholder field on AEEBTC so that a new card is not issued to the client (primary cardholder) when issuing a card to a new AR.

CORRECTING BENEFITS POSTED TO THE WRONG CASE

Occasionally, benefits may be issued to the wrong ADAPT case number, thereby causing a client to receive excess Food Stamp Benefits. This usually occurs when benefits are issued through Benefit Adjustment. The agency will need to correct this by following the steps below:

If the case is not active and client does not receive the Food Stamps or the Food Stamp case is closed with a dormant EBT account, the Eligibility Worker may correct the case as follows:

1. Document the case that had benefits incorrectly added to the EBT account.
2. Complete the Internal Action Form (IAF) to authorize the repayment from the EBT Account.
3. File the completed form in the record once it is received back from the Fiscal Clerk.

If the benefits are incorrectly issued to an active client then the Eligibility Worker must establish a claim, following all requirements and regulations listed in Part XVII of the Food Stamp Policy Manual:

1. Establish a claim against the case and send the Repayment Agreement to the client.
2. The local agency must initiate the collection action by mailing or otherwise delivering to the household the appropriate initial demand letter, Request for Repayment of Extra Food Stamps and a Repayment Agreement. The demand letter and repayment agreement must be sent immediately following the establishment of the claim, unless the household cannot be located or a court ordered repayment of the claim.
3. The client may complete the Request/Receipt for EBT Account Deduction. Once the agency receives the form back, the repayment may be completed.
4. If the client does not permit the repayment, collection will proceed according to Food Stamp policy.

RESTORING BENEFITS LOST DUE TO INCORRECT VAULT CARD ATTACHED TO THE CASE

Occasionally, a vault card may be attached to the wrong ADAPT case number, thereby causing a client to access someone else's Food Stamp Benefits. The agency will need to correct this by following the steps below:

1. Eligibility Worker A must complete the Internal Action and Vault Card Authorization form to allow the Issuance Clerk to attach a new vault card to the case so that the system deactivates the other client's vault card.
2. Eligibility Worker A will need to view the FS Transaction History for the case in the EBT Web Browser to determine the amount of benefits that have been incorrectly accessed by the other client. This will determine the amount of the restoration due to the client.
3. If the card that was incorrectly attached belongs to another Eligibility Worker's customer, Eligibility Worker A must contact the other Worker handling that client's case so that a new vault card can be attached.
4. The other worker will need to establish an over-issuance amount for their client in the amount of benefits spent for Eligibility Worker A's client's account. At the time the new vault card is picked up by the client, Worker B should attempt to get the client to sign an authorization for the over-issuance amount to be debited from their EBT account.

EXAMPLE

Locality A attached their client's vault card to the other case (account #1993425); therefore, the Locality A's client spent the benefits out of the wrong account (Case 1993425). Locality B's client's benefits went into the correct account (Case 1993425).

Locality A's client still has all of his own benefits remaining in his account (1993429) which is to be expected because his debit card was attached to Locality B's client's account (Locality A needs to do an overpayment on him since he spent the money out of Locality B's client's account). An EBT account is like a checking account with no check writing feature; the ADAPT case number determines who owns the benefit. The 162.00 in case number 1993429 belongs to Locality A's client. Locality B needs to do a restoration for 162.00 for August by manipulating ADAPT in order to restore benefits to their client.

LOCATING MISSING BENEFITS

If benefits have been authorized in ADAPT but are not showing in the EBT system, there are several places you need to look to determine exactly what is occurring with the Food Stamp case. Staff should always begin with the system of record- ADAPT.


ADAPT

An immediate issuance batch window allows J P Morgan EFS to post Food Stamp benefits to a household's benefit account within two hours of the batch window. The immediate issuance batch windows will be at 10 AM, 2 PM and 6 PM daily. The EW must approve applications in ADAPT, including supervisory authorization when necessary, before 10 AM, 2 PM or 6 PM in order for J P Morgan EFS to post benefits in the next batch window. If the benefit was not processed as an immediate issuance, it will transmit at 8 PM.

- From the ADAPT Main Menu, select option 6, FS Benefit Issuance Processing.
- From the Benefit Issuance Processing Menu, you will select one of two options:
 - 1 Food Stamp Issuance History
 - 2 Food Stamp Pending EBT Benefit Display
 - Option 1 will display all issuances in the case that have been processed by ADAPT.
 - Option 2 will display any issuance that is pending for the next batch or the nightly batch. If the benefits are in the Food Stamp Pending EBT Benefit Display, the pending benefit issuances are waiting to be picked up by a batch window and delivered to J P Morgan to be processed and deposited to the recipient's EBT account. The screen's display will show the following information: benefit type (daily or immediate), pay month, benefit amount, recouped amount, amount actually deposited to an EBT account, source id (the screen from which the benefit was actually authorized or provided), authorizing worker, FIPS (from which the benefit was made), and the deadline (batch window time) to delete the issuance.
- Once it is established that the benefits are showing in the Food Stamp Issuance History, staff should move on to Pending Benefits in the J P Morgan EFS System to determine if the benefit file was transmitted without its accompanying demographic file.


Pending Benefit

- The **PENDING BENEFIT SEARCH** page is used to view benefits currently pending on the J P Morgan EFS System. A benefit is pending when it has not, or cannot be posted to a cardholder's account. It is accessed directly from the **HOME** page.
- Enter the cardholder's Case Number, referred to by some states as the State Unique ID or Claim Number, in the Case # box. If a number is not entered, the Application will return the first value it finds. This will result in the entire database being returned by the Application rather than the case you need.

- Click on .
- This page identifies the type and amount of benefit for which the cardholder is eligible, as well as the date those benefits should become available.
- Benefits in this file have not matched up with a demographic record in order to build the EBT Account.
- To generate a demographic file in order for the account to finish building, a demographic record will need to be manually generated. To generate the manual demographic record:
 - On AECASE, change an address field (street number, street name and apartment number). *Retyping the original address will not generate a demographic update.*
 - Transmit off the screen. (DO NOT RUN EDBC)
 - Go back into AECASE, correct whatever was changed.
 - Transmit off the screen. (DO NOT RUN EDBC)
 - If the reason demographics were not sent is that the worker never entered the EBT Card screen (AEEBTC), an Eligibility Supervisor will need to go into FS Wrap-Up Option 3 and select option 6, Issue an EBT Card, to generate the demographic information and issue the mail card. To Issue a vault card, the supervisor will need to use the same process prior to the issuance worker attaching the vault card to the ADAPT case number.

PENDING DEMOGRAPHICS

If an EBT mail card is issued prior to the account being established, the only place the card can be located is in the Pending Demographics file. The EBT account does not exist until a deposit is made since both a demographic file and a benefit file is required to establish an EBT account. No PIN can be selected when the prorated amount is zero. The client must wait until the benefit is deposited the following month to select the PIN, as the card must be attached to an EBT account in order for the PIN to be selected.

- The **PENDING DEMOGRAPHICS** page provides staff the capability to search for and view pending cardholder demographic information. Pending Cardholder Demographic information is information held within the system until complete account information is received. This page can only be accessed from the Home page.
- Select a **TYPE** from the drop-down menu.
- Enter a **VALUE** that matches the **TYPE** selection. Remember, **TYPE** and **VALUE** must always match. You cannot select Case # as the search type and then enter the cardholder's last name as the Value.
- Click on .
- Any demographic file for the case will display.


FS EBT ACCOUNT TRANSACTION HISTORY





While ADAPT is the system of record for the Food Stamp Program Benefits, there are occasions when local staff will need to see past food stamp transaction history data due to fraud investigations or repayments that may not have been recorded in ADAPT or Food Stamp Claims Tracking. Since the J P Morgan system maintains only the last ninety (90) days of history, the historical database is maintained in the Data Warehouse.

Local Eligibility Supervisors are able to request access to the EBT Transaction History Query by completing the Data Warehouse Access Form at http://www.localagency.dss.state.va.us/tech_supp/files/service_offerings/access-application/Data_Warehouse_Request_Form.doc.

The supervisor should complete the form by checking the Local EBT Fraud Report box if they supervise fraud or the ADAPT boxes if they supervise only eligibility staff.

To Run a FS EBT Transaction History

1. Using your Internet browser, go to <http://localagency.dss.virginia.gov/divisions/dis/dw/index.cgi>. You may also access it by clicking on the Data Warehouse link in the left rail of Local agency homepage. You will then need to click DW Access in the links box on the right-hand side of the page.
2. On the log in page: Enter your LDAP User ID (for example, abc2 or def760) and your current LDAP user password. Click on OK to continue.
3. Click on the Public Folders tab (under Data Warehouse Reporting) to continue.
4. Click on the EBT Data to continue if you only have access to the EBT Fraud Reports. ADAPT Reporting users will access EBT reporting through their ADAPT Cases Data Link.
5. Click on the Transaction History link to continue. (ADAPT Users will show Food Stamp EBT Transaction History as their link).
6. Enter a valid seven-digit case number. If necessary, include a leading zero in order to have seven digits.
7. Select a begin date for your inquiry.
 - a. Select year (use the ◀ button on the calendar, to the left of the year, to go back through the years and the ▶ button to go forward)
 - b. Select month.
 - c. Select day.
8. Select an end date for your inquiry.
 - a. Select year.
 - b. Select month.
 - c. Select day.
9. Click on Finish to receive the report.
10. There are several things you can do with the report:
 - a.  Click on this icon to save the report as a report view in the My Folders area of the portal.

- b.  Click on this icon to send the report by e-mail.
 - c.  Click on this icon to return to the Report Viewer-Case Inquiry screen to run another report.
 - d.  Click on this icon to view, print, and/or save the report in PDF format.
 - e.  Click on this icon to convert the report to Excel 2002 format (Excel 2000 Single Sheet and Excel 2000 formats are not recommended).
11. Click on Return in the upper right-hand corner of this screen, and then click on Log Off in the upper right-hand corner of the screen.

HANDLING RETAILER CALLS

QUESTIONS ON BECOMING A FOOD STAMP VENDOR

New retailers that are interested in becoming food stamp vendors should be referred to USDA at 1-877-823-4369 to receive an application. They may also locate information on our public website at: <http://www.dss.state.va.us/benefit/ebt/retailers.html> . They can also use http://www.fns.usda.gov/fsp/retailers/retailer_app/retailer_app_results.aspx?state=va to locate the FNS field office that would service them. The FNS site will give them the application, cover letter and checklist, along with the field office address.

FOOD STAMP COUPONS

1. Stores are still required to take Food Stamp coupons when a customer presents them, unless the store doesn't have one dollar coupons to make change. If you hear of stores that refuse to accept the coupons, please notify the EBT Office immediately.
2. In accordance with Food and Nutrition Services (FNS) destruction of all paper coupons, Virginia stopped issuing coupons to individuals who move out of state. Recipients will still be able to access their Virginia benefits using their Cardinal Card. FNS has taken steps to ensure that the EBT cards function nationally, including in the territories of Guam, US Virgin Islands and Puerto Rico.

VOUCHERS

1. Retailers with concerns regarding vouchers, equipment, etc., should contact retailer assistance at 1-800-350-8533. The J P Morgan Retailer Assistance Unit will answer questions regarding vouchers and equipment. If the retailer is unable to obtain the help they need, please refer them to the EBT Office.
2. Retailers may wish to release a manual voucher hold because the amount placed on hold was incorrect or the transaction was processed via their POS device. Please use the following procedures in order to release a manual voucher authorization:
 - a. They should call the J P Morgan Retailer General Help Desk at 1-800-350-8533. The retailer will need to let the customer service representative know that they have a manual voucher that they received an approval number for but are calling to have a manual voucher released, as they do not wish to receive payment for that voucher **(retailer will need to provide a reason for the release)**. The retailer should have the following information available to provide to the customer service representative:
 - FNS Number
 - Card Number
 - Voucher Number
 - Approval Number
 - Amount of Voucher
 - Date of Voucher

The manual voucher will be released within 24 hours, and the funds will be available to the client immediately after the manual voucher is released.

FRAUD

CONFISCATED FOOD STAMP COUPONS:

Local law enforcement offices need to forward Food Stamp coupons to the appropriate FNS Field Office along with a memo or letter stating the amount and the circumstances surrounding the confiscated stamps. FNS will destroy the coupons. The addresses are:

USDA, Food & Nutrition Service
1606 Santa Rosa Rd., Suite 129
Richmond, VA 23229

USDA, Food & Nutrition Service
515 E. Joppa Road
Townson, MD 21286

USDA, Food & Nutrition Service
One Valley Square
300 Summers Street, Suite 960
Charleston, WV 25301

DUTIES OF THE EBT COORDINATOR

Each agency should have a person assigned to serve as the agency's contact for EBT. This person may be the agency's security officer, Eligibility Supervisor or Administrative supervisor/staff person. A brief listing of some of the duties are included below to assist agencies with reassignment of individuals to this task. Duties of the EBT Coordinator:

- Point of contact between the EBT Office and the local agency staff.
- Responsible for sharing all information with the local staff so that all persons affected are informed of changes, issues, etc.
- Local agency EBT troubleshooter/expert when issues and problems arise.
- Provides answers and seeks assistance as appropriate.
- Researches issues using all information available prior to calling in a ticket.
- Ensures that all appropriate staff are aware of the resources (EBT Information Center, Monthly Updates, Reports, Training Guides, Policy Guide, etc.) available for assistance with performance of daily duties.
- Ensures that staff are removed from system access when staff retire, leave or change job duties.

J P MORGAN WEB BROWSER ACCESS REMINDERS

1. Staff must follow the appropriate protocol when requesting access to the EBT System. Staff that request inappropriate access will have their paperwork denied and returned. The access levels and appropriate staff list may be found at:
http://www.localagency.dss.state.va.us/ebt/files/unit/policy_procedures/ebt_user_roles.pdf .
2. Your initial User Name and password will be sent to you via email from ebtadmin@citicorp.com . This is the only notification sent when EBT Web Browser Access is requested.
3. If you have access to the EBT System, you must use it at least once a month to change your password. Users who do not access the EBT system for 60 days will be suspended. Users who do not access the system for **90** days will be **deleted**.